



To: All Providers

From: Khristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP
VP of Network Management

Date: August 8, 2022

Subject: Pharmacy Point of Sale Process at Tailored Plan Launch, Enhanced Medical Home Payments for Advanced Medical Homes Serving Members Eligible for Tailored Care Management, Tobacco Free Training Opportunities: You Quit, Two Quit: Helping Clients Become Tobacco-Free Before, During, and After Pregnancy, Breathe Easy NC: Becoming Tobacco Free Intensive 1-Day Training, AND Charlotte AHEC: Justice In the Air: Framing for Tobacco-Free Behavioral Health Initiatives





SPECIAL BULLETIN MEDICAID TRANSFORMATION

PHARMACY POINT OF SALE PROCESS AT TAILORED PLAN LAUNCH

TAILORED PLANS WILL BE TEMPORARILY MANAGED BY NCTRACKS WHEN TAILORED PLANS LAUNCH ON DECEMBER 1, 2022, THROUGH MARCH 31, 2023.

 [Pharmacy Point of Sale Process Tailored Plan Launch](#)

Pharmacy Point of Sale (POS) claims for members enrolled in Behavioral Health and Intellectual/Developmental Disabilities (I/DDs) Tailored Plans will be temporarily managed by NCTracks when Tailored Plans launch on Dec. 1, 2022, through March 31, 2023. Beginning on April 1, 2023, these claims will be managed by the Tailored Plans. This change was made as a result of a key Pharmacy Benefit Manager (PBM) unexpectedly leaving the NC Medicaid market in late 2021, requiring some Tailored Plans to procure another PBM.

-  During this period NCTracks will manage pharmacy POS claims, pharmacy Prior Approvals (PAs), and the Lock-In program.
-  The Tailored Plans will manage all medical claims during this period, including medical Durable Medical Equipment (DME) claims and medical drug claims (i.e., drugs billed on a CMS-1500 or a UB-04).
-  DME billed on a medical claim must be submitted to the Tailored Plan.
-  DME billed at Pharmacy POS must be processed by NCTracks.

IMPACT TO TAILORED PLAN MEMBERS

- 🌱 There will be no impact to Members' pharmacy benefits during this transition period.
- 🌱 From Dec. 1, 2022, through March 31, 2023, member ID cards will not include pharmacy information. A new card will be issued for April 1, 2023, indicating the new RxBin and PCN numbers for the Tailored Plans.
- 🌱 Members should use the Tailored Plan contact/call center line for questions about their pharmacy benefits.
 - The call center number will appear on their ID card.
 - Calls will be routed to the NCTracks Call Center or the NC Medicaid Contact Center from this single portal of entry, as needed.

IMPACT TO PHARMACISTS AND PROVIDERS

To appropriately process pharmacy POS claims for Tailored Plan enrolled members from Dec. 1, 2022, through March 31, 2023, pharmacies must submit pharmacy POS claims for members who are enrolled in a Tailored Plan to NCTracks. The NCTracks POS information is listed below:

- 🌱 **BIN:** 610242
- 🌱 **PCN:** 781640064

To submit pharmacy PAs for Tailored Plan enrolled members from Dec. 1, 2022, through March 31, 2023, providers must submit pharmacy PAs to NCTracks via NCTracks' Provider Portal or:

- 🌱 NCTracks Fax: 855-710-1969
- 🌱 NCTracks Pharmacy PA Call Center: 866-246-8505

PHARMACY OVERRIDES AVAILABLE AT TAILORED PLAN LAUNCH

From Dec. 1, 2022, through March 31, 2023, NCTracks will not receive any new medical claims information for Tailored Plan enrolled members. Medical data, which may be used by NCTracks to process automated prior authorization requirements, may not be present at POS during this period. This applies to any new medical data managed by the Tailored Plan *between Dec. 1, 2022, through March 31, 2023*; providers may be required to submit PA in these instances.

To mitigate impact to providers, Pharmacists may utilize PA type code "1" or submission clarification code "2" to override a rejection due to PA being required for the drugs or drug classes listed below:

- | | |
|-------------------|--------------------------------------|
| 🌱 Anticonvulsants | 🌱 Antipsychotics |
| 🌱 Xifaxan | 🌱 Oral Pulmonary Hypertension Agents |

For more information, please refer to the [Pharmacy Point of Sale for Tailored Plan Launch fact sheet](#)

ENHANCED MEDICAL HOME PAYMENTS FOR ADVANCED MEDICAL HOMES SERVING MEMBERS ELIGIBLE FOR TAILORED CARE MANAGEMENT

FROM DEC. 1, 2022, TO JUNE 30, 2023, THEY WILL RECEIVE AN ENHANCED MEDICAL HOME PAYMENT OF \$20 PER MEMBER PER MONTH.

 [Enhanced Medical Home Payments for Advanced Medical Homes Serving Members Eligible for Tailored Care Management](#)







Effective December 1, 2022, through June 30, 2023, Advanced Medical Homes (AMHs) 1, 2 and 3 that are serving as the assigned primary care provider for NC Medicaid beneficiaries eligible for Tailored Care Management will receive an enhanced medical home payment of \$20 per member per month.

This payment will be made for all Tailored Plan members assigned to the practice, as well as for NC Medicaid Direct members assigned to the practice who are eligible for Tailored Care Management. Continuation of the enhanced payment after June 30, 2023, is anticipated, but is dependent on available funding. In the future the enhanced fee may be tied to additional performance expectations for primary care engagement.

As a reminder, AMH 3 providers will not provide care management services for members in Tailored Plans or members eligible for Tailored Care Management in NC Medical Direct. Only Advanced Medical Home + (AMH+) practices are eligible to provide Tailored Care Management. More information on Tailored Care Management can be found in the Tailored Care Management Provider Manual.

This enhanced medical home payment is meant to provide additional reimbursement to primary care providers as they are providing primary care and coordinating care with new Tailored Care Management providers for assigned members in the transition to Tailored Plans.

As a reminder, medical home fees are paid to support AMH practices that include:

-  Provide primary care and patient care coordination services to each Member
-  Provide or arrange for primary care coverage for services, consultation or referral, and treatment for emergency medical conditions, 24 hours per day, seven days per week
-  Provide direct patient care a minimum of 30 office hours per week
-  Provide preventive services
-  Promptly arrange referrals for medically necessary health care services that are not provided directly and document referrals for specialty care in the medical record
-  Provide primary care and patient care coordination services to each Member

The full set of practice requirements for AMHs can be found in the [Advanced Medical Home Manual](#).

TOBACCO FREE POLICY TRAINING OPPORTUNITIES!

YOU QUIT, TWO QUIT: HELPING CLIENTS BECOME TOBACCO-FREE BEFORE, DURING, AND AFTER PREGNANCY

Join us for a FREE Live Webinar!

When: August 9, 2022

Time: 12:00p-1:30p

You Quit, Two Quit is a program of the UNC Collaborative for Maternal and Infant Health which supports comprehensive tobacco screening and cessation counseling for women of reproductive age, before, between, and beyond pregnancy. We offer FREE training and technical assistance to health care professionals around North Carolina.

TRAINING TOPICS INCLUDE:

- 🌱 5 AS: Evidence-based, best practice brief counseling intervention
- 🌱 Motivational interviewing techniques
- 🌱 E-cigarettes and other electronic products
- 🌱 Pharmacotherapy, including during pregnancy and lactation
- 🌱 Billing and reimbursement (CPT codes, reimbursement rates, other FAQs)
- 🌱 QuitlineNC Information
- 🌱 Free patient education materials
- 🌱 Harm reduction and the 5Rs

For questions about You Quit, Two Quit, please contact:

Megan Williams, MSW, MSPH

Email: mscullw@email.unc.edu

Phone: 919-523-3754

BREATHE EASY NC: BECOMING TOBACCO FREE INTENSIVE 1-DAY TRAINING VIRTUAL TRAINING

When: August 24, 2022

Time: 9:30am-3:00pm EDT

This training will assist behavioral health leaders and practitioners to make behavioral health facilities 100% tobacco free and with improving their skills to provide evidence-based tobacco use treatment concurrently with mental health and substance use disorder treatment. Providers will

receive the information and skills they need to prepare for the NC Medicaid tobacco-free policy requirement that goes into effect December 1, 2022.

Participants will learn about FDA approved tobacco treatment medication with behavioral interventions and how to deploy them in behavioral health settings. Participants will engage with professional ethics and learn how they fit with tobacco use treatment, as well as trauma-informed tobacco use treatment and policies. Then, through experiential training methods, participants will develop policy planning and implementation skills as well as quality improvement skills to integrate tobacco treatment into the behavioral health system. 9.0 CE hours.

CHARLOTTE AHEC: JUSTICE IN THE AIR: FRAMING FOR TOBACCO-FREE BEHAVIORAL HEALTH INITIATIVES

LIVE WEBINAR

When: September 13, 2022

Time: 11:00 AM - 1:15 PM

When it comes to advancing a tobacco-free culture in behavioral health, framing matters; the message can enhance or undermine our impact. In planning for change, it's important to plan the way we talk about the work. Fortunately, there's evidence – both empirical data and proven, practical approaches – that can guide would-be champions for tobacco-free protections. This session will share recommendations from the Tobacco Disparities Framing Project and offer examples of how to apply these concepts to good effect.

2.0 NBCC Clock Hours Charlotte AHEC has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 5096. Programs that do not qualify for NBCC credit are clearly identified. Charlotte AHEC is solely responsible for all aspects of the program.

2.0 Contact Hours (category A) CE for NC Psychologists The Charlotte AHEC is recognized by the North Carolina Psychology Board as an approved provider of (Category A) Continuing Education for North Carolina Licensed Psychologists. 2.0 Contact Hours / 0.2 CEUs No partial credit awarded

[Registration and more information about these webinars!](#)

Any questions about this Communication Bulletin *that does not already have an email listed for questions from that specific section*, may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.